

**Capital Regional Medical Center
is Accredited by the Joint Commission**

The Joint Commission evaluates and accredits more than 15,000 health care organizations and programs in the United States. An independent, not-for-profit organization, the Joint Commission is the nation's predominant standards-setting and accrediting body in health care. The Joint Commission's comprehensive accreditation process evaluates an organization's compliance with these standards and other accreditation requirements.

Joint Commission accreditation is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards. To earn and maintain the Joint Commission's Gold Seal of Approval™, an organization must undergo an unannounced on-site survey by a Joint Commission survey team at least every three years.

It is the goal of Capital Regional Medical Center, through the accreditation process, to meet the health care needs of your patients. If for some reason you feel we are not fulfilling your expectations, we encourage you to discuss this with a member of CRMC's Medical Executive Committee, or Mr. Brian Cook, our Chief Executive Officer.

If you have a concern that we are unable to satisfactorily address, you can contact the Joint Commission. Please note that Capital Regional Medical Center will not take disciplinary or other action because a member of the medical staff or an employee reports safety or quality of care concerns to the Joint Commission.

If you have questions about how to file your complaint, you may contact the Joint Commission at the following toll free number, 8:30AM to 5:00PM, Central Time, weekdays: (800) 994-6610.

You can send your complaint by mail, fax or e-mail.

Mail: Office of Quality Monitoring
Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181

Fax: Office of Quality Monitoring - (630) 792-5636

E-Mail: complaint@jointcommission.org